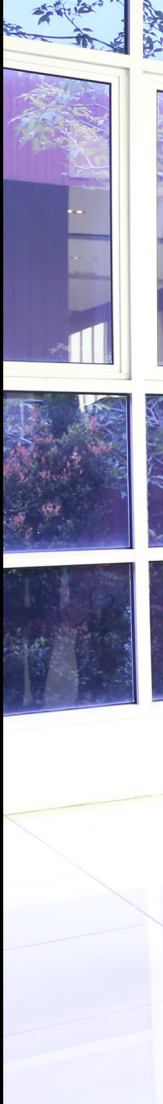


WELCOME TO THE  
WORLD OF MAZDA



GREETINGS FROM US  
**#mazdateams**







# CONGRATULATIONS

You are now officially embarking on a new Zoom-Zoom experience. As children, we all shared the thrill of being in motion yet on becoming adults, many of us tend to forget that wonderful feeling. At Mazda, we want to capture those wonderful moments all over again. Each of our vehicle blueprint revolves around one thing, you. It is built as an expansion of your own that brings pure driving pleasures. We at Mazda welcomes you with open arms.

Rest assured as our After-Sales team are dedicated to look after your vehicle by providing high-quality service and genuine parts. At Mazda, we want to bring you unparalleled peace of mind. We put our hearts and souls into our work to gain customer's satisfaction and trust. Stepping up a gear much further, all Mazda vehicles registered from 1st January 2019, onwards will be offered with 5 years/100,000km manufacturer's warranty and free maintenance inclusive of parts, labour and lubricants.



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IMPORTANT NOTES



## **To get the best out of your Mazda, you should:**

### **I. Maintain your Mazda at prescribed Service Intervals**

The arrangement of service jobs is stipulated in the Service Booklet. It is your obligation and also in your interests to observe these recommendations and have your vehicle serviced at the recommended intervals.

For the new generation of vehicle models, it will be adopting the "Condition-Based Maintenance" on engine oil replacement. For more information, please refer to owner's manual

### **II. Get your vehicle serviced, maintained and repaired by our authorised Mazda Service Centre**

All services and repairs, including accident repairs, must be performed by authorised Mazda Dealers only; failing which, the warranty for the vehicle will be invalidated.

### **III. Bring your Mazda Booklet**

For any services and warranty repair jobs, please present the Free Service Maintenance Booklet when visiting any of the Mazda Authorised Service Network.



## Keep us updated with Mazda

Mazda Connect is a system which stores your vehicle information and service history. This convenient system allows you to receive service reminders that are tailored to your driving patterns and help enhance your Mazda's resale value.

Simply enter your contact details and you will receive updates on technical inspection(s) on a particular component(s) for vehicle and safety enhancement purposes including safety checks.

By keeping your vehicle in top condition, you can sit back and focus on the pure enjoyment and execution that incorporated into your Mazda.

## For Second and Subsequent Owners

As a second or subsequent owner, you are entitled to the benefits of the warranty for the rest of the term of legitimacy. Register your details at our Mazda Connect System or via your preferred authorised MAZDA Dealer. You may call our Customer Care Centre at 1800-22-8080.

It is helpful if you have the details of your vehicle type, registration and/or Vehicle Identification Number (VIN) at hand when contacting us. To locate your VIN details, please refer to your vehicle registration document or log on to our Mazda Connect System.



# MAZDA CUSTOMER SERVICE

As the innovator of the automobile with over 100 years of advancement, Mazda is dedicated to keeping your Mazda in top performance while providing quality services throughout your ownership. You are now in a good hands for the stress-free and sheer driving experience.



# MAZDA SERVICE APPOINTMENT

As a Mazda owner, you deserve nothing less than the best. Experience the enjoyment of our service at every visit.

## Service Appointments

Service appointments are available at all authorised Mazda Service Centres. The service team at your Mazda Dealer has been factory-trained to provide you with exceptional service and to ensure your vehicle is performing at its best. Making your service appointment ahead of time will allow your service team to make the necessary preparations for you including reviewing your repair history, in order to minimise the waiting time for the acceptance of your vehicle.

## How to make a Service Appointment?

Use our Mazda Mobile App or Mazda Connect System to schedule your next appointment. You will also have access to your service records, vehicle features, gallery and much more. Nevertheless, you can also book your appointments through our website at [www.mazda.com.my](http://www.mazda.com.my).

## Not a fan of digital? No problem!

You can book your Mazda Service appointment through a telephone call or walk-in at our authorised Mazda dealers. Your Mazda dealer can also provide you with all documents in printed form or have them sent to you via mail or courier upon request.



## ENJOY OUR LOUNGE

While your vehicle is being taken care of by our authorised and trained specialists, indulge yourself in our customer lounge, offering a refreshment counter, comfortable seats, free Wi-Fi, HD TV channels, cell phone charging stations, and other numerous different courtesies, available at selected outlets. We provide an experience meant to appeal to those currently in the buying process, as well as those who are bringing their vehicles for servicing. On the other hand, peruse through our exclusive Mazda Merchandise Collection available on display.



# MAZDA SERVICE CENTRE

## Your Satisfaction, Our Inspiration

Mazda Customer Service has consistently maintained Top 3 in The J.D. Power Malaysia Customer Service Satisfaction Index (2015-2019). We are proud to serve our customers with the best possible service because we believe customers are the heroes in our business. Our customer service will also conduct a telephone survey regarding our service satisfaction. Alternatively, you can also leave your feedbacks on our Mazda Mobile Apps.

We are happy to help you, always.





## Blazing a Trail to a Successful Future

The Mazda Apprentice Program (MAP), Mazda Mechanic Program (MMP) & Mazda Body & Paint Program (BPP) are based on the work-process approach and actual work conditions. The compulsory course contents in these programs emphasize and follow the learning and practical modules outlined in the National Occupational Skill Standard (NOSS) and certificate system of the Jabatan Pembangunan Kemahiran Malaysia (JPK). These apprenticeship programs incorporate the latest Mazda Skyactiv Technology in line with the Institute of the Motor Industry (IMI), United Kingdom and international skill standards.


The main objectives of our programs are to train and equip young Malaysian apprentices with the latest technological advancements to perform as a technical professional workforce as well as to enhance soft and management skills in the motor industry.

# Keeping your Mazda in Top Condition

A broad spectrum of training is delivered by the Mazda Training Centre (MTC). The centre focuses on strengthening our culture and developing the skills of our future talent in the automotive industry. Currently, we have five training centres in operation.







We are committed to restoring your Mazda to its original specifications when it comes to service standards. This is the reason why we only use Mazda Genuine Parts which are coordinated to your vehicle's identification number, guaranteeing flawless fitting exactness and remarkable benchmarks of value.

Using only Mazda Genuine parts to ensure you:

- A simpler determination process, as there's generally only one brand from which to pick.
- Higher quality, as the part, is intended to work precisely like the one it replaces.
- Feelings of serenity, as the parts normally come with a warranty to ensure their functionality.
- The longevity, not only of the parts, but the whole systems, as they work perfectly in sync with the other Mazda parts previously installed.

Choose serenity – entrust your Mazda to the hands of our specialised experts.

Besides, at our authorised Mazda Dealers, we keep all your service records, therefore our service team is consequently better informed and ready to advice you on the servicing requirements. You can also view your service record using our Mazda Mobile Apps together with the most recent technology updates and recall.

Indeed, even after your guarantee inclusion has expired, it is still fundamental to bring your vehicle to an authorised Mazda Dealer to guarantee that the professional quality maintenance work is put into your car, making it more cost-effective over the long run. There are numerous things you can do to help keep up your vehicle's worth and help keep your Mazda a genuine Mazda.

## WE'VE GOT YOU COVERED

At Mazda, we want to provide the opportunity to enjoy worry-free driving, even when life's giving little surprises when you least expected.

Should your Mazda experience breakdown, our 24H Mazda Roadside Assistance team will be there for you. We are providing you with this special benefit to ensure your safety, convenience, and complete satisfaction during the operation of your Mazda vehicle.

To request roadside assistance or further information, please call: 1800 18 8011



## MAZDA BODY & PAINT REPAIR CENTRES

We engineered your Mazda to be driven. We believe all Mazda owners deserve the best, and we strive to return every customer that comes through our doorstep with a car they will once again be proud to drive and own.

Our authorised Mazda Body & Paint Repair Centres are the one-stop solution centre with a wide range of top-notch services. All works are done by our well-trained and experienced body technicians and painters, in accordance with Mazda's best global standards and consistent with Puspakom and JPJ specifications.

Utilising the latest and best in class facilities and equipment, our Mazda Body & Paint Repair Centres will execute all the necessary repairs and services using only genuine Mazda Parts to ensure that you are getting the most out of your vehicle.

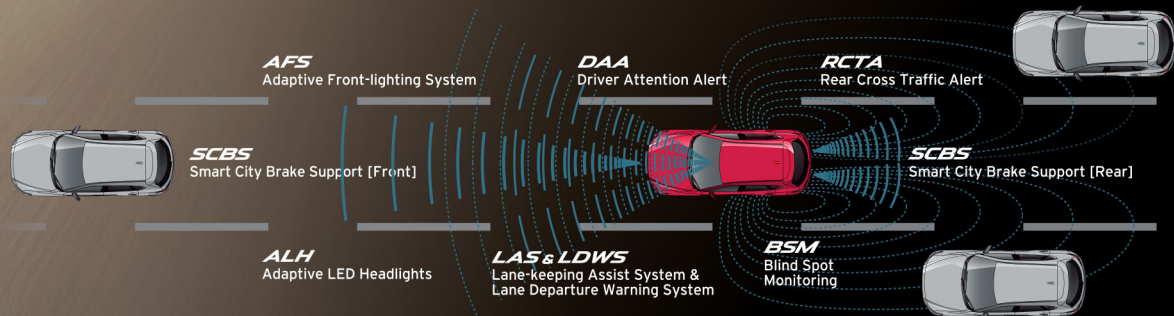






Mazda aims to offer all our customers both driving pleasure and outstanding environmental and safety performance.

Based on this philosophy, Mazda is bolstering its safety research and development in order to accomplish our ultimate goal; the realisation of a safe, accident-free automotive society. From that point forward, Mazda keeps on spearheading developments in the field of security from our numerous leaps forward from the past, like Blind Spot Monitoring (BSM), RCTA (Rear Cross Traffic Alert), SCBS (Smart City Brake Support) and the rundown goes on in the i-Activsense range. i-Activsense is a new generation of active safety technologies that automatically sense the vehicle's surrounding area – from nighttime lighting, to the proximity of other vehicles – and help the driver recognise hazards, avoid collisions and reduce the severity of accidents when they simply cannot be avoided.







# AUTHORISED MAZDA DEALER NETWORK

Almost a thousand employees in more than 80 strategic locations nationwide pursue the same objective.

Scan the QR Code to reach Mazda Service Centre.



MAZDA SERVICE CENTRE







# MAZDA CUSTOMER SUPPORT

# MAZDA CUSTOMER CARE CENTRE

## IN SAFE HANDS

We're dedicated to making every journey you take in your Mazda as effortless and enjoyable as possible. You can rest assured that all the frequently asked questions related to your vehicle will be handled in a most caring and professional manner, to help you quickly find the information you need.

Customer Care Centre toll-free number:  
1-800-22-8080

Operating hours: Mon – Fri (8:30am – 6:00pm)

Closed on Saturday, Sunday & Public Holidays



# Presenting the new Mazda Mobile Service Unit

A completely set-up Mazda BT-50 pickup with authorised Mazda professionals will go to any place you are and administer the routine maintenance on your vehicle. Currently accessible within the Klang Valley and Penang district, the Mazda Mobile Service Unit has all types of equipment to execute a proper service. The mobile team is also able to carry out inspection, replace the battery, wiper blades, brake pads, brake fluids and auto-transmission fluids.

Our Mazda Mobile Service team has been factory-trained to provide you with convenient car maintenance services to ensure that your Mazda is performing at its best. We use Genuine Mazda Parts and certified equipment to make sure your Mazda receives the finest care possible right at the comfort and ease of your doorstep.

MAZDA MOBILE SERVICE  
APPOINTMENT HOTLINE:

Glenmarie: 03 76273288/  
03 76273299  
Petaling Jaya: 03 76618868  
Penang: 04 6115025/  
04 6116185



**Mazda**  
Mobile Service



New and current Mazda owners who purchased a Mazda vehicle in Malaysia are eligible to apply for the card. A sign-up fee of RM100 will serve as a tax-exempted donation to the Mazda Medicare Fund, to assist charity homes, dialysis patients, and a non-profit hospital. For more info please refer to Mazda official website at [www.mazda.com.my](http://www.mazda.com.my)



# MPC

MAZDA PRIVILEGE CARD



# MAZDA PRIVILEGE CARD

The Mazda Privilege Card is the first of its sort in the business, remunerating clients through the Mazda Peaceful Ownership Program. The cardholder will be entitled to a rebate of parts, labour and official merchandise items.

Apart from being the most recent expansion of the Mazda Peaceful Ownership Program, the Mazda Privilege Card is likewise intended to help the individuals who are less fortunate through Bermaz's CSR program – Mazda Medicare Fund.

The Mazda Medicare fund is one of the CSR programs initiated by Prima Merdu Sdn Bhd together with Bermaz Motor Sdn Bhd and aims to provide financial aid in the quality hemodialysis treatment for underprivileged Malaysian.



SCAN QR

LOG IN

APPLY



## MAZDA JINBA ITTAI

'Jinba Ittai' means the oneness between the horse and the rider. It has been the key concept at the heart of every Mazda and reflects the bond between the driver and the car. It's a bond that Mazda has worked tirelessly to recreate between car and driver ever since. This intimate bond between the car and the driver is what makes Mazda feel responsive, exhilarating and fun to drive.

Today, 'Jinba-Ittai' has transformed into a word that encapsulates Mazda's entire philosophy that can be seen in all its cars.

The image shows the Japanese characters '人馬一体' (Jinba Ittai) written in a bold, expressive calligraphic style. The characters are rendered in a light gray color against a dark background. The brushstrokes are thick and dynamic, capturing the essence of the concept of unity between the rider and the horse.

JINBA-ITTAI



# MAZDASPORTS ACADEMY

MazdaSports Academy is created with the goal to be involved in all manner of activities which relate to Mazda's spirit to celebrate driving. Mazdasports Academy encompasses vehicle development, parts & accessories and driving events for people to experience the joy of owning and driving a Mazda.

Because to us, Driving Matters.



# MAZDA MERCHANDISE COLLECTION

Mazda Collections inspired by the precision of Japanese fitting, are brought to life with parity of rich yet pure materials, completions and design. Portraying our full respect for human energy, intuition and ability.

You will be astounded by the assorted range of products in the way of Life, Classic, Essential, Golf and Motorsport Selections, just to give some examples. The collection offers everything from clothing to key rings, watches to model display autos, reasonable pieces to the richest items, all which make brilliant endowments.





MAZDA POLO SHIRT



MAZDA THUMB DRIVE



MAZDA BAG



MAZDA GOLF CAP







# WARRANTY TERMS & CONDITIONS

# General Terms and Conditions

## Mazda Malaysia Warranty protection provisions

1. Bermaz Motor Sdn Bhd (“the Company”) undertakes that all usual and reasonable precautions and care have been taken to ensure the quality of the materials and workmanship of its products are up to the industry standard. Should any defects be found in the components, parts and products within the first 60 months, or 100,000km, from the date of vehicle registration (whichever comes first) and subject to examination by the Company or one of its authorised Mazda Dealers, and that such defect is found to be due to defective material or workmanship, the Company undertakes to repair or replaced at its discretion such defective part/s free of charge (except for the items stated below as “EXCEPTIONS”).

Any part/s so replaced under this Warranty shall become the property of the Company.

### EXCEPTIONS

- **REFRIGERANT FOR THE AIR CONDITIONER**  
Air conditioner refrigerant charges, if any, are only covered for the first twelve (12) months or 20,000km from the date of vehicle registration, whichever comes first. For the rest of the warranty period, refrigerant charges are only covered when replenished as part of a warranty repair.

- **BATTERY**

Original equipment battery warranty is twelve (12) months or 20,000km from the date of vehicle registration, subject to the exclusions indicated under "ITEMS NOT COVERED UNDER THE PROVISIONS".

- **PAINT**

Original paint warranty is twelve (12) months from the date of vehicle registration, subject to the exclusions indicated under "ITEMS NOT COVERED UNDER THE PROVISIONS"

- **PART/S PURCHASE WARRANTY**

For any Mazda Genuine spare parts that are purchased and installed to the Mazda vehicle by a Mazda authorised Distributor or Dealer, the warranty period is six (6) months, or 10,000km from date of purchase of part/s, whichever comes first, subject to the exclusion indicated under "ITEMS NOT COVERED UNDER THE PROVISIONS".

2. This undertaking is given on the condition that the vehicle is at all times properly used and regularly serviced at the prescribed intervals and according to the procedures set out in the Free Service Maintenance Booklet and Owner's Manual; maintained and repaired at the Company's authorised Mazda Dealer networks; any deviation from the same shall render the Warranty to be null and void.
3. This warranty shall remain valid for the benefit of any person registered as owner of the vehicle during the period of the first 60 months, or 100,000km, from the date of original vehicle registration (whichever comes first).

4. The warranty does not cover any damage, defect, fault or impairment of performance of the vehicle which can be attributed to, directly or indirectly due to lack of usage, neglect, misuse, improper handling and storage, exposure to natural and/or unnatural elements, or the use of the vehicle in any form of competitive motor sports, and shall not apply to goods which have been altered outside the Company's works or to part/s which are not approved by the Company or on which the identification number or marks have been defaced; further details which are set out in pages 44 and 46 herein.
5. Where a vehicle is so damaged as to be classified as a write-off or is sold in public auction, then the Company's liability in respect of such a vehicle under this warranty shall be deemed automatically cancelled.
6. The Company's liability under the warranty is strictly limited to the repair or replacement of the part/s, in its sole discretion and it shall not be liable for any consequential losses or damage arising through any defects. The decision of the Company in all cases of claims or disputes pertaining to the conditions of the parts shall be final, conclusive and binding.
7. The Company's liability in all circumstances towards a vehicle breakdown shall be limited to the towing charges only and the vehicle shall be towed to the nearest Mazda authorised Dealer for the purpose of ratification works.

8. All claims against warranty can only be made by presenting the vehicle, the Free Service Maintenance Booklet and this Introduction Booklet to one of the Company's authorised Mazda Dealers.
9. The Company shall be entitled to vary, amend and/or modify any of the provisions of this warranty coverage as and when applicable and appropriate due to circumstances and/or reasons which justifies the same.
10. The provisions herein set forth are made expressly in lieu of all other provisions or warranties, expressed or implied, and of all obligations or liabilities on the Company's part, and the purchaser hereby expressly waives any right to demand cancellation of this order or reduction of the purchase price or to claim damages.

## **ITEMS NOT COVERED UNDER THE PROVISIONS**

### **Damage or corrosion due to misuse, accidents or alterations**

- Misuse of the vehicle such as driving over curbs, overloading, racing, etc.,.
- Fire, theft, riot and accidents such as collisions, etc.,.
- Alteration, modification and/or tampering to the vehicle, or part/s of the vehicle or to both.
- Repairs performed or replacement parts/s installed by any person other than by the Company or by one of the company's authorised Mazda Dealers.
- Replacement part/s or accessory/ies not conforming to the manufacturer's specifications

### **Damage or surface corrosion due to environmental factors**

- Acid rain, airborne fallout (chemical/s damage, tree sap, bird droppings, industrial dust deposits etc), stone chips, flood water, hail, wind storm, lightning, salt, pollen and other acts of nature.

### **Damage due to lack of maintenance or use of wrong fuels and service products**

- Lack of proper maintenance as prescribed in the Owner's manual.
- Use of other than specified fuels, oils, lubricants or coolants as recommended in the Owner's Manual

### **Wear and Tear components**

- Wear and tear items such as brake pads, brake discs, brake pad sensors (if applicable), wiper blades, etc,.
- Normal ageing, such as rubber parts and suspension parts.

### **Normal deterioration**

- Normal deterioration, such as discoloration, fading, deformation, blurring, etc,.

### **Components covered by separate warranties**

- Components installed as original equipment but are warranted by their respective manufacturers, eg tyres.

### **Damage to glasses**

- Due to breakages, cracks, scratches, chips, etc.,

### **Maintenance Costs**

- Normal maintenance services such as cleaning and polishing, cleaning of air-conditioning system, battery care, alignment and adjustments, and replacement of worn wiper blades, drive belts, fuses, brake pads, brake discs, clutch lining and pressure plates, bulbs, spark plugs, etc.,

### **Production Tolerances**

- Production tolerances within the vehicle manufacturer's specifications.

### **Towing Charges**

- Towing charges in excess of the costs of towing from the site of breakdown to the company's nearest repair centre or authorised Mazda Dealer Centre for the purpose of rectification works.

### **Consequential Losses**

- Damage or injury to person and/or property.
- Transportation costs, including car rental, lodging, telephone charges, etc.,
- Loss of use of vehicle, income and/or any form of depreciation during warranty repairs.

### **Other Factors**

- Registration of the vehicle out of the country where the vehicle was originally purchased, distributed,

registered and normally operated.

- Tampering with service coupons, intentionally or unintentionally, in such manner as to be entirely defaced or illegible or to misrepresent information.

#### **GUIDELINES TO SAFEGUARD THE WARRANTY**

##### **1. Operating conditions and recommendation for fuels and service products**

Keep to the advice and notes contained in the Operating Instructions as described in the Owner's Manual because any damage/s resulting from incorrect or improper operation of the vehicle and its components shall not be covered by the warranty.

Use only service products approved by the vehicle manufacturer because other service products sold in the market may not meet the standard requirements of the manufacturer and as such may lead to the possibility of damage for which the Company takes no responsibility.

##### **2. Service intervals, Record and Maintenance by the Company or authorised Mazda Dealer network only**

The sequence of service jobs are explained in the Owner's Manual, and it is within your responsibility and interests to observe these recommendations and have your vehicle serviced at the prescribed intervals by the Company or Company's authorised Mazda Dealer network only.

As part of this service maintenance, it is mandatory for you to produce and present your Free Service



Maintenance Booklet and Owner's Manual for verification and stamping by the Company or the authorised Mazda Dealer before any service and/or warranty can be done. This is important as proof of service performed. Failure to do so may and can result in your warranty being voided either in whole or in part, as regular and timely servicing is a prerequisite for optimum operation.

The Company has skill-savvy technicians as well as the required workshop diagnostic equipment and specialised tools to perform the service and maintenance works.

**3. Original Mazda Parts Requirement**

Only use of original genuine Mazda parts as approved by the manufacturer as substituted parts produced by third parties do not meet the specifications by the Company or the manufacturer and may endanger and affect other parts within the vehicle, and this shall lead to forfeiture of warranty.

**4. Caring and Self Maintenance**

Use only car care products approved by the manufacturer for the upkeep and maintenance of the vehicle. Usage of unapproved car care products for the upholstery, paintwork, fascia, chrome and plastic area may lead to your warranty being voided, either in whole or in part, if damage to the vehicle arises as the result thereby.

**5. Factors towards losing your warranty rights**

Avoid changes to your vehicle which may result in a divergence from its standard physical and mechanical condition as this can lead to full or part forfeiture of warranty claims.

THANK YOU

Before the vehicle was handed over to you, the checks and adjustments contained in the Vehicle Delivery Certified have been carried out. In addition, we have given you explanations regarding the operation of the vehicle.

This Booklet is issued on behalf of:

Bermaz Motor Sdn Bhd 198801006297 (173654-K)  
No.7, Jalan Pelukis U1/46, Temasya Industrial Park,  
Seksyen U1, 40150 Shah Alam, Selangor Darul Ehsan.

Serial Number:

**IB00000**

Vehicle Registration Number:

Vehicle Identification Number (VIN)

**5 YEARS WARRANTY**  
**5 YEARS FREE MAINTENANCE**  
including labour, parts and lubricants\*\*

\*\* 5 years manufacturer warranty, or first 100,000km whichever comes first.  
5 years free scheduled maintenance, or first 100,000km whichever comes first.

Bermaz Motor Sdn Bhd 198801006297 (173654-K)

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Changes may have been made to any of the products featured since this booklet went to print. Please consult your preferred authorised Mazda Dealer for final details.